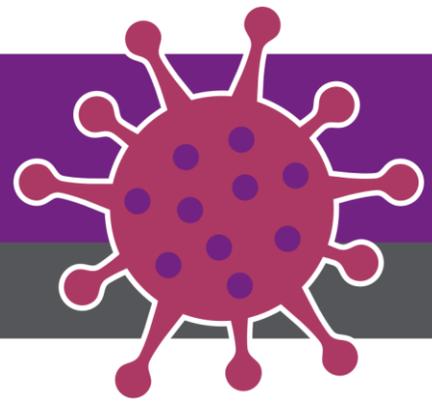


CORONAVIRUS DISEASE 2019 (COVID-19)

Infection Prevention Precautions for Registration and Reception services Colleagues



Audience: colleagues providing visit registration and reception

Date Issued / Revised: 3/15/2020

Version: 1.0

Colleagues who initially welcome patients and visitors are important members of the infection prevention and control team. Important work practices are to have masks, facial tissues and alcohol-based hand rub readily available to provide to people who share they have symptoms of acute respiratory infection (e.g. fever, cough, general aches, fatigue).

Protection of colleagues who welcome and assist patients with registration is equally important and therefore follow these practices:

- **Clean hands often and after every interaction during registration, e.g. handling personal identification cards, money, etc., provided by patients.**



- Avoid shaking hands with all who present to reception and registration.
- Promote “tap and pay”, if available, to limit handling of cash.
- Disinfect surfaces and objects around your workstation and area that you touch frequently like keyboards, pens used by patients for signing documents, doorknobs, tables, desks, and handrails.
 - For disinfection, use disposable, pre-saturated wipes. These are readily available, and ask your leader for this supply. The specific product may vary by ministry. All in use are able to kill coronaviruses. Follow the instructions for use on the label of the disinfectant.



- If a person approaches and reports symptoms of acute respiratory infection:
 1. Provide the person with a mask, and alert your supervisor.
 2. Make sure you have facial tissues readily available to help them cover their coughs and sneezes.
 3. If the person is just visiting, ask the person to leave and come back when they feel better.
- Do not wear a mask continuously while working
 - There is no evidence that wearing a mask continuously when you feel fine lowers risk of exposure.
 - In fact, masks get uncomfortable, and the wearer might touch it more often. If the exterior of the mask is contaminated, users might then rubs their eyes or nose and can come down with an infection.

Know How it Spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - Between people who are in close contact with one another (within about 6 feet).
 - Through respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

For more information visit:

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>